



# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300  
Richmond, VA 23219

August 10, 2005

### ADDENDUM No. 4 TO VENDORS:

Reference Request for Proposal: RFP 2005-05  
Dated: June 17, 2005  
Due: August 22, 2005

### NOTICE:

**The Due date for receipt of proposals has been extended to 2:00 PM local time, August 22, 2005.**

**Attached are previous responses to questions and additional responses to previously un-captured questions regarding this RFP.**

Note: A signed acknowledgment of this addendum must be received by this office either prior to the due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

*William D. Sydnor*

William D. Sydnor  
Contract Management Director

Name of Firm: \_\_\_\_\_

Signature and Title: \_\_\_\_\_

Date: \_\_\_\_\_

#	RFP Reference	Question	Response
1		Will alternative methods of submitting hours worked by Personal Attendants other than the existing timesheet method be considered for approval if proposed?	All formats will be considered and should be detailed in the response.
2	Attachment C –	Would the state be willing to consider alternative formats to the Timesheet?	All methods will be considered and should be detailed in the response.
3	On page 11, section 4.3.40	The RFP talks about “the bi-weekly time sheet”. Is it the intention of the state to disallow payroll based on a twice monthly schedule? Our experience has shown that twice monthly payroll is more efficient and less costly for the employer. Additionally, generating bi-weekly payroll and reporting monthly is more confusing than generating twice monthly payroll and reporting monthly.	All methods will be considered and should be detailed in the response.
4		Please clarify what is meant by “alternative formats”	Alternative formats allow people with disabilities access to the information. Examples would be written documents in Braille, recorded on tape or electronic versions.
5		If an organization responds to the RFP to become the F/EA but elects to establish a subsidiary due to recommendations from its lawyers and auditors, will there be any restrictions or prohibitions to contract over to the subsidiary entity if and when the F/EA contract is awarded to the parent organization?	The F/EA must be qualified to provide the services as stated in the RFP under the IRS code that governs the responsibilities of F/EA duties.
6		Is the bidder’s Computer Programmer allowed to contact DMAS technical team to discuss infrastructure and system configurations during the preparation of the RFP application?	No
7		Will there be additional opportunities to pose questions to DMAS regarding the preparation of proposals for this RFP after this June 24 deadline? Will a contact person be available to answer further questions until 7/20 or will Q&A be posted on the DMAS website and serve as the only source of clarification?	In Addendum #1 the deadline for submitting questions was extended to August 1, 2005. No further inquiries are permitted. The responses to questions will be posted on the DMAS and eVA web sites. <a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a> and <a href="http://www.eva.virginia.gov">www.eva.virginia.gov</a> .
8		Where can one obtain further clarifications on various aspects of the current DMAS functions regarding, processing, monitoring, tracking, connectivity, complaints, and reporting since any discussion with other DMAS personnel is restricted during the process of this RFP?	See response to question 7

9		Are there additional restrictions and cautionary notes that are anticipated as amendments to the RFP?	Not at this time
10		When is the anticipated award date?	Execute And Sign Contract is planned for October 4, 2005.
11		Is it anticipated that one or more training sessions will be conducted at a central location or that several sessions will be held at various locations around the state?	It is expected that training would be held various locations around the State on a regular basis and as needed.
12	RFP 4.12.2 C, page 20,	does FHSC know if there are any known problems with using Ipswitch WS_FTP Pro version 9.0 implementation of 128-bit SSL compliant with RFC 959, 1123, 2228 is with FHSC's FTP system.	DMAS has submitted EDI using this protocol with trading partners the past two years and is unaware of any problems.
13		This item appears to contradict the statement made in 4.12.3. Will the state require direct connectivity to the database itself or only through the web interface?	There will be no direct connection to DMAS from the F/EA. The Item you are referring to in 4.12.2d is a commercial solution "Connect Direct"(NDM).
14		What will be the format of the DMAS export referenced in 4.11.2?	see response to question 15
15	RFP 4.11.2, page 19.	Provide any information available of the expected "format of the DMAS export file". This bidder understands that the format may not be finalized at this time and may change prior to program launch.	The export referenced in 4.11.2 is formatted as a .csv file. It includes demographic information of attendants, recipients and services facilitators. There are four tables that can be exported: recipient, attendant, services facilitators and payroll tables. The recipient table holds authorization information with start and end dates of service as well as listing waiver and service facilitator. The payroll tables hold batch date, services dates, attendant & recipient social security numbers and names, hours, rate of pay, gross pay, patient pay deduction, withholdings and net check.
16		Will there be a DMAS staff member available to work with the Computer Programmer of the F/EA to align the system requirements and the protocols for smooth data transmission, records tracking and a flawless interface between MMIS and the F/EA's information technology systems?	Yes
17		Could you provide the call volume on phones over the last year as you did for recipients and checks?	We have averaged 160 calls per day for the past six months.

18	Section 6.1	and in other sections, reference is made to the payments being calculated on a Per Member Per Month (PMPM) basis, how is Member defined? Is a Member a consumer, a Personal Attendant, a Services Facilitator or could a Member be all three?	Member in PMPM means the recipient
19	RFP Section 4.3.50, page 11,	What is the schedule for reconciliation reports? What are the format requirements for the reconciliation?	Monthly reports with adjustments detail and noted.
20		Are there any payments being made to Vendors?	No, payments are only made to the attendants.
21		How often does the state expect this reconciliation to occur?	Once per month.
22		Will the Contract Monitor need office space available at all times, or could this be shared space that is made available when the CM makes visits to the home office of the F/EA?	Yes, an office needs to be available for the Contractor Monitor at all times.
23	RFP Section 8.2, page 32,	Describe the proposal review process. Who are the members of the review group, and the positions they hold? Will the review group include consumers or providers of services the F/EA will be expected to manage?	The evaluation team is employees of DMAS who have employment experience in the specific areas of the RFP. Areas of expertise include: information management, waiver services and contract auditing, etc.
24	(4.3.11)	Is it the DMAS contract monitor's responsibility to intervene with facilitators who provide the DMAS 122 for notification of changes late (4.3.11)?	Once the contractor makes three documented attempts that are unsuccessful then the contractor will report this to the contract monitor who will intervene.
25		Is it the DMAS contract monitor's responsibility to resolve discrepancies of reported authorization data vs. what is in MMIS?	The F/EA will receive authorization exports directly from the MMIS daily.
26	4.15.1	What is the frequency of meetings that DMAS may require the Fiscal Agent to attend?	These meetings will be set-up internally between the project director and the contract monitor based on a mutually agreeable schedule. Frequency of meetings will be based upon the need of the contractor and DMAS.
27		As the current payroll agent for DMAS, and understanding that potential applicants are not to discuss the RFP with DMAS employees, what is the appropriate channel and who is the contact person to request for a reference on prior achievements as a contractor for DMAS?	DMAS cannot prepare a written reference on a potential bidder for this RFP.

28	RFP Section 4.14.7, page 22,	clarify the use of liquidated damages: to what will it be applied? What criteria will be used to determine it's application? What appeal process is there when it is used?	The liquidated damages serve as a remedy when the contractor has a situation where damages for a particular breach are not reasonably ascertainable at the time the contract is made. The appeal process is outlined in the Vendor Manual as described in section 9.1 of the RFP.
29	Page 25, Section 6.7	Please clarify the expectation for deducting "interest earned on payroll and tax liabilities" from payment to the F/EA.	DMAS expects to have any interest paid to the F/EA on the balance of the payroll account deducted on future vouchers submitted to DMAS.
30		What are the language requirements for the Dedicated Service Support System?	Spanish at a minimum and perhaps Vietnamese.
31	Page 2,	<u>Services Volume</u> – Please clarify the 3 <sup>rd</sup> paragraph of this section. How does DMAS envision this payment adjustment? Will this be a negotiation process? Should we offer pricing methodology for different volumes? If so, what is the volume price points that we should price?	As there is a potential for 4,000 new recipients in FY2006, service volume could be as high as 5,300 recipients in the near future. PMPM methodology should be based on this total projected service volume. DMAS will use the approved PMPM methodology as the basis for all payments for the 5,300 anticipated recipients. DMAS does not anticipate adjusting the PMPM rate during the initial three year contract period, however, should the service volume exceed 5,300 recipients and/or federal/state regulatory changes or court orders mandate changes, then DMAS reserves the right to adjust payment accordingly.
32	page 19, section 4.11.2	The RFP makes a statement that "DMAS will have access to the database and will own the information". For us to fully comply with the IRS, State of Virginia Unemployment law, and State of Virginia Unclaimed property law, it is necessary that we control a copy of all the information we have processed until such time that all legal requirements are fulfilled. Is it possible to remove the part of the statement that indicates that DMAS will "own" the data?	No. DMAS owns all of the data whether it is contained in a "live" database or secured safely offsite, stored on appropriate media as back up. DMAS owning all data does not prevent the vendor from complying with and meeting applicable IRS or other federal/state reporting requirements during the contract period's). All data owned by DMAS must be returned to DMAS at the conclusion of the initial or subsequent extended contracts. DMAS

			would assist and work with the contractor should any data related issues arise later as a result of any federal and/or state reporting requirements.
33		Would the State consider including any limitations on liability in the final contract such as: (a) an exclusion of indirect and consequential damages; and/or (b) an overall cap on liability?	No - the Commonwealth will not limit the remedies or relief it can seek under this contract.
34		What are the specific types and how many Federal and State approvals are required to be a vendor or an F/EA?	This should be researched by the F/EA.
35	RFP Section 8.2, page 32,	For the purpose of PMPM evaluation, does DMAS expect the current average monthly enrollment of 73% (743/ 1,015) to remain unchanged over five years and with anticipated enrollment expansion from the other waiver programs noted in the RFP?	This is a difficult forecast to predict because the needs of the future enrollee is not known at this time nor can be forecasted.
36		DMAS definition of an active recipient/member to be billed.	This should be defined by the F/EA during the methodology description of the PMPM in the response proposal.
37	Page 19, Section 4.10.1	Please clarify the expectation that the VA office will be the "location for operations stated in the RFP". Does DMAS require that all process are performed on-site, or only certain services? Please specify.	It is not necessary to have all operations from the Virginia location however this must be detailed in the response.
38		Will the State accept a single proposal response from multiple vendors?	See response to question 5
39	RFP Section 4.3.3.1, page 10,	Will attendants be authorized to work and to be paid for overtime? Who sets their regular hourly rate?	The attendants do not get paid overtime hours. The Virginia General Assembly sets the rates.
40		What is the anticipated turn around time from the award date of contract to actual commencement of various operations in the implementation of database and information technology, Consumer Directed Attendant Services, Training of Services Facilitators, complaints tracking and other newly acquired responsibilities?	The contract signing date is targeted at October 4, 2005 with a start date of February 13, 2006. The transition of all current recipients, attendants and services facilitators must happen prior to the start date. Conversion and exchange of data/information can happen after the signing of the contract.

			The most be a written plan that details a seamless transition of services for the recipients.
41	On page 19, section 4.10.3	The RFP states "The FEA will have, subject to DMAS approval, a Project Director for this contract...". If the FEA is already established across the country in over a dozen states with multiple regional directors how will the DMAS approval process work? Further, the requirements of this position specify that frequently this person must be in attendance at various state held meetings which would make the requirement to "be on-site in the business office location during regular working hours" difficult at best. Is it possible to remove this requirement?	The designated Project Director must be available to DMAS and on-site during normal business hours however there may be times when they are not available on-site, and then they shall appoint a designee and communicate this to DMAS.
42	On page 6	On page 6 of the RFP under Technical Proposal Requirements, the Commonwealth discussed the F/EA's responsibility for developing internal controls to ensure the tasks are being performed accurately and within stated time frames. The RFP then states: "The F/EA will perform all of the processes internally. The F/EA will be wholly responsible for the contract."	The F/EA is solely responsible for all aspects of the payroll & reporting functions listed in the RFP. There must be internal controls to make sure that the tasks are being completed in a correct and timely manner.
43	RFP Section 6.3, page 25,	Is the F/EA a registered Medicaid provider, or just a billing agent? If a Medicaid provider, what is the process to become a registered Medicaid provider? What percentage of consumer-directed services are Medicaid eligible?	The F/EA will be a DMAS contractor. There are three services that have consumer-direction as an option: personal assistance, respite and companion.
44		What training is the F/EA required to deliver to Services Facilitators? Would the training on enrollment packages include things such as the completion of a plan of care, or be limited to only the proper use and completion of the forms in the hiring packet?	The F/EA would be responsible for training the SFs on the proper completion of enrollment packets and hiring packets. The F/EA will provide training to the SF on the payroll process so that the SF can in turn train the recipient. The F/EA will not be responsible for training on plans of care or authorization requests.
45		What is the desired payment calculation methodology? Although it is mentioned in the RFP further clarification is appreciated.	The methodology that the F/EA uses to determine the PMPM is an integral part of the RFP and up to the F/EA to detail.
46	RFP Section 8.2, page 32,	Will the implementation budget be evaluated separate from ongoing PMPM cost? Does DMAS stipulate guidelines to govern the use or amount of a start up budget?	The PMPM should include start-up costs.

47		Will there be a one time lump sum disbursement for investment capital related to information technology infrastructure set ups incurred by the F/EA in readiness compliance. If so, what is the time frame for such one time lump sum capital outlay after the contract is awarded?	The PMPM should include start-up costs.
48	RFP Section 4.3.3.7, page 11,	Please describe F/EA collection requirements for the patient pay amount. Does DMAS have a collections process in place to manage these private funds that would require F/EA transition? How is it captured in data and tax reports? What happens if it is not paid in a timely manner?	The recipient gives the patient pay amount directly to the attendant and this amount is subtracted from the net earnings of the attendant. It is reported under the gross wages of the attendant. It is the responsibility of the recipient to meet their patient pay obligation and if they do not their eligibility can be affected. The F/EA would report any concerns about the recipient not paying their patient pay to DMAS and the SF.
49		How are the patient pay amounts sent to the vendor? Are these included with the authorization data or separate?	The recipient gives the patient pay amount directly to the attendant and this amount is subtracted from the net earnings of the attendant. The SF is required to submit a DMAS 122 form with the current patient pay amount listed and this must be sent to the F/EA at least annually and whenever there is a change in the amount.
50		Are there any reimbursement payments being made? Are Consumers or their representatives able to pay for these services and then request reimbursement?	The recipients are not allowed to pay for services themselves. Payments will only be made directly to the attendant at the address listed on the current I-9. Reimbursements are made when a data entry error was made or a deduction/garnishment was made in error. These reimbursements are made to the attendants directly.
51	On page 19, section 4.10.6	On page 19, section 4.10.6 the RFP requires record storage at the “designated central business office”. Given that we store all documents optically on media that is redundantly backed up across five different systems in three offices in three different states, requiring paper storage in a Virginia office is not necessary. Is it possible to remove this requirement?	The RFP does not speak to having it stored as paper and does mention that it be housed at the central business office and readily available for review.



52	RFP Section 2, page 4,	How do consumers choose to self-direct services? Is the Services Facilitator primarily responsible for the enrollment process? How are allocations made? How do they change? How are budgets and services managed? What happens if they are exceeded? Will the F/EA be expected not to pay an employee who has worked, but the F/EA's validation process has confirmed that insufficient funds exist in the consumer's budget?	The selection of consumer-directed services varies depending on the waiver that they are enrolled in. The SF assists with the authorization of services and will provide training to the recipient on how to complete the payroll enrollment and hiring packets. We do not use personal budgets in Virginia but do pre-authorize services. The F/EA is expected only to pay the amount of hours that are authorized.
53	RFP Section 2, page 4,	please define the role and responsibility of the Services Facilitator as it relates to the F/EA. Is the Services Facilitator a DMAS employee or contractor? What is their average caseload? Will the F/EA have extensive interaction with the Services Facilitator? How are budgets established?	The Services Facilitator (SF) is responsible for submitting authorization for the consumer-directed services to the designated agency. They provided training and support to the recipient; submit criminal record checks and sign-off on the hire packets for the attendants. They are DMAS enrolled providers not employees or contractors. Caseloads vary from 5-60 recipients depending on the SF. Interactions with the SF center around authorizations and problem solving when the recipient/attendant cannot get resolution themselves. We do not use recipient budgets in Virginia.
54		How often are the patient pay amounts sent? How often do these amounts change? If they do change, are they always effective for future payments and not retroactively?	The SF and or Case Manager (if applicable) is required to submit a DMAS 122 form with the current patient pay amount listed the F/EA at least annually and whenever there is a change in the amount. These are occasionally sent retroactively and the deduction would occur in the next available payroll run.

55	RFP Section 4.5.15, page 16,	How many Service Facilitators will require training? Has DMAS developed a standard training session from which the F/EA would transition? Would DMAS provide space in each of the state's region for the F/EA to deliver necessary equipment and to conduct training sessions?	There are currently about 134 DMAS enrolled Services Facilitators. There are about 50 Services Facilitators currently providing services to the recipients. DMAS can provide historical training but the F/EA is required to develop training addressing only the payroll process. These materials must be approved by DMAS. The F/EA is responsible for securing locations and equipment to provide the trainings. DMAS will be available to assist in the planning of training locations and sites.
56		Will the site visits by DMAS personnel to the F/EA come at the time of bidding on the RFP or after the award is made and during preparation for the take over of responsibilities?	There is an opportunity for bidders to do oral presentations to the evaluation team during the RFP process. DMAS staff would be able to conduct onsite visits at any time during the project.
57	RFP Section 2, page 4,	clarify the type of criminal background check; state or national? Are there annual limits in the number that can be made? Who pays for them?	These are State back ground checks and are the responsibility of the SF with reimbursement from DMAS
58	RFP 4.11.2 & 4.11.4 & 4.12.3, page 20,	how many individuals will need access/connectivity to the F/EA databases. The bidder understands that DMAS/FHSC will access F/EA databases via a "front end application" like citrix. What additional tools/user interface is the F/EA expected to supply for the access/connectivity to the F/EA database	At this time DMAS believes three users will need connectivity to the F/EA database, but this is subject to change based on need. The F/EA is expected to supply any tools or utilities necessary to be in compliance with Federal and State security regulation
59		how many users does the DMAS anticipate requiring secure e-mail access with the F/EF.	Three users will need connectivity however this is subject to change based on need.
60		Is it the vendor's responsibility to acquire the training facilities or does the state have a facility for this training to occur?	Vendor would be responsible for all aspects of the planning & coordination of the trainings. DMAS would be willing to assist in the process.
61		If training is to occur around the state, please clarify how many sessions and sites are anticipated.	Virginia is generally broken down into five regions: Northern Virginia, Capital Region, Tidewater, Central & Southwest. Alternative methods of addressing the demographic training needs of the RFP should be detailed in the response.

62	RFP Section 2, page 4,	What are the tools used to develop and revise budgets during the year? Can we see a sample budget format? How often are budgets changed? Are there provisions for emergency payments or off-cycle checks? Do recipient budgets include non-payroll related items such as agency/vendor services and will the F/EA be responsible for issuing payments for these items?	We do not use personal budgets in Virginia. There needs to be provisions for off-cycle checks.
63	RFP Section 4.10, page 20,	describe the process, timing and content of data to be transferred on the current population served by the state.	We need to have a seamless transition for the recipients, attendants and services facilitators. It is important that the F/EA design a plan to transition the current hire packets, authorizations and data with no interruption of services.
64	RFP Section 8.2, page 32,	Is a PMPM charged for an enrolled consumer in a month when no service is delivered? Will a maintenance fee be applied in lieu of a full PMPM charge?	We will consider the methodology of the PMPM suggested by each F/EA.
65		In the development of a website that provides information and printable materials, could the F/EA also build components that would allow for an electronic submission of timesheets or other information?	Yes as long as it is a secure HIPPA compliant website as described in the RFP.
66		Attachments D: Can all the reports be delivered in electronic formats. (e.g. ms excel or PDF)	Yes as long as it is transmitted in a secure and HIPPA compliant way.
67		Will there be DMAS point persons available to expedite and synchronize F/EA operations during the period of transition from award date to complete shifting over of responsibilities and operations? Is there possibility to have a DMAS point person on a full time basis for a short period (3-6 months) during which time the F/EA will institute standard best practices in alignment with DMAS?	Yes, there will be a number of key people available to assist with the transition period. The point person would still be involved in the operations at DMAS but would be readily available during non-peak hours.
68		Will the F/EA gain access to all existing manuals of DMAS in developing and upgrading the operations manual to begin operations as specified in the RFP after the award is made?	Yes.
69	On page 19, section 4.10.1	The RFP requires "a primary business office in the State of Virginia that will be the location for operations stated in this RFP". If the FEA is already established across the country in over a dozen states with multiple offices that process payroll must they establish an office in Virginia?	Yes.
70	4.8.1	What are the specific reports to State governments, individuals and representatives that are mentioned in the RFP?	Ad-hoc reports as requested by DMAS administration or management.
71	4.8.1	Besides the reports list in 4.8, new hires and tax reporting, what other reports are being referred to in 4.8.1?	Ad-hoc reports as requested by DMAS administration or management.

72	On page 19, section 4.10.5	The RFP requires a separate office for a DMAS contract monitor. As all our payroll, customer service, and tax work specific to this contract can be monitored on-line via remote access, this requirement is not necessary. We have found that auditing and contract compliance staff from other states as well as the Department of Labor in several states and the IRS nationally is comfortable with remote access auditing ability to ensure performance. Is it possible to remove this requirement?	No, there maybe times when DMAS must be on-site to resolve problems.
73		On the pricing form and in the last three columns, is the State looking for a different cost-per-case-month for each year or a total estimated cost for each year? If the State is looking for a total estimated cost, what volumes should be used for the calculation?	The form is meant as a guidance document that has the minimum data listed. Each vendor should explain in detail any calculations used to determine and/or adjust the PMPM.
74	Page 4	On page 4, under the qualifications attendants must meet to render service in the program, the RFP indicates that the attendants must submit to a criminal history check. The RFP also states that attendants will not be compensated for services provided to the recipient if the record check verifies the attendant has been convicted of barrier crimes that are described in state regulations. However, on Page 5, at the top, the RFP states that "Attendants are reimbursed for care provided prior to the results of a criminal history record check". Does this mean that if the record check reveals that the attendant has been convicted of a barrier crime that the funds already paid out to the attendant would be taken back by DMAS? How will this be accomplished?	No, the funds already paid out to the attendant will not be taken back by DMAS.
75	Page 19	"Maintaining Adequate Staff and Facilities:--4.10.1---The RFP states that the F/EA will maintain a primary business office in the state of Virginia that will be the location for operations stated in this RFP. Does this mean that absolutely all processes and services provided under this contract must originate and be physically in Virginia? What tasks under this contract could be preformed out of state? On Page 15, 4.5.6, the RFP states that it would be preferable if the telephone staff were located in Virginia but that it only has to be located in the continental U. S. Would it be acceptable under this contract if the contractor maintained a satellite office with capacity as the first point of contact for all program participants in the State of Virginia, while other core F/EA services were provided from a location out of state but in the continental U. S. ?	Yes a satellite office with the capacity as the first point of contact for program participants in the Commonwealth of Virginia is acceptable.
76	Page 19	Maintaining Adequate Staff and Facilities"---4.10.6---Could you please define the term "central business office" as opposed to the "primary business office" noted in 4.10.1.	There shall be an office in the Commonwealth of Virginia as the first point of contact for program participants.

77	Page 38 - 9.17	"Insurance"---1. Workers' Compensation---Does this section refer to the contractor only or also to the participants in the program? Will program participants be expected to carry Workers' Compensation Insurance for thier employees? If so, how is this to be managed?	Only to the Contractor it does not relate to the attendants. The recipients are not expected to carry Workman's Compensation for their attendants.
78	Page 63 Attachment G	How were these numbers arrived at? Has there already been a fiscal agent working with these programs in Virginia or are these numbers derived form information obtained from Provider Agencies in Virginia that have been providing home care to the participants in these programs? Also, which programs is this the payroll history of? These numbers seem a bit higher that those mentioned on Page 2 under Service Volume.	DMAS is currently serving as the fiscal agent in Virginia. These are total numbers from the four waivers that have consumer-direction as an option.
79	Page 2	Service Volume--- The RFP states that as many as 4000 new recipients will receive consumer-directed services in the 2006 fiscal year. How many participants does the DMAS expect there to be in these programs by the end of this contract (2008)?	This is a difficult forecast to predict because the needs of the future enrollees are not known at this time nor can be forecasted.
80	Page 8 - 4.3.3	How does the Authorization of Attendant Payment take place? Once the F/EA has uploaded the payment voucher to DMAS and to the Contract Monitor before 10am on Wednesday morning, does the F/EA receive a detailed authorization in return? When is the Attendant Payment Report generated? Is it generated by the F/EA? To whom it is it sent?	Section 4.3.3 addresses the Attendant Payment report that is generated by the F/EA. This is a detailed report of the hours, rate of pay, withholdings, etc for each payroll batch period. This report must be sent to DMAS and attached to the payroll batch voucher. If an attendant was paid for more hours than the recipient is authorized to receive the F/EA must refund this payment to DMAS.
81		What is the purpose or objective of connecting the F/EA system with the MMIS and what is the kind of data exchange/transfer required and how is it initiated?	The term MMIS in the RFP refers to the platform not the application. The purpose is to transfer PHI in a secure manner from the MMIS platform to the F/EA and to have authorization data in real time.
82		What is the State's or the DMAS's preferred architecture for integration?	DMAS can support any of the four options listed in the RFP.

83		What would be the protocol of communication between the proposed application and the MMIS? Please expand upon the connectivity options provided in the RFP on pages 20-21.	The data pull allows for the transport of authorization data from the MMIS platform to the F/EA site. The protocol selected is to handle only file transfer.
84		What will be the authentication mechanism that the application will use to connect to the MMIS database?	There is no direct connection to DMAS' MMIS database. The only connection is one of the four protocols to transfer the files.
85		What policy restrictions are related to the integration to MMIS in terms of security, access control, authentication, etc.?	DMAS requires the F/EA to follow Federal and State security regulations for transfer of PHI. There is no direct connection to the MMIS database.
86		What information is required from the First Health Services Corporation? What connectivity is available between F/EA and FHSC?	See answer to question 82.
87	Page 5, sections 4.1 through 4.7	On page 5, the RFP refers to sections 4.1 through 4.7. Within each of these sections, the RFP requires that the "system" handle certain items and functionality. Are they referring to the new custom database in that this database must include every "system" requirement? Or are they referring the "system" in more generic terms?	4.1 - 4.7 refer to task. The F/EA must be able to perform the task. The proposed solution must include how the task will be performed.
88		Can a sample copy of the reports currently being generated from the DMAS existing database be made available to potential contractors? Can a sample of the proposed export from the existing database be made available to potential contractors?	The reports that are currently generated are the same elements that are exported and can be found in the response to question 15.
89	4.3.2	Would submission of the voucher for payroll funds be done electronically and would that submission be directly to the MMIS?	No.

90	4.5.1	Providing and Monitoring a Dedicated Service Support System---4.5.1---The RFP states that the F/EA will have a phone system that allows for the DMAS Contract Monitor to monitor phone calls historically and in real time. What method of monitoring does the state propose that would monitor phone calls historically? Would it require a direct line maintained at the office of the monitor into the phone system of the F/EA?	Monitoring of historic phone calls may be performed with recorded data that the contractor has stored. This will require a direct line at the office of the monitor in to the phone system of the F/EA. The contract monitor should be able to access specific data, including date and time of call, as well as by individual support staff.
91		Attachment G indicates 1000+ recipients per month and growing, while Service Volumes on page 2 indicate the level to be approximately 743. Could you help interpret the difference?	The data is from two different fiscal years.
92		On the Cost Detail for Implementation: what do you mean by initial contract period? Is that for the start-up or the first 3-year period?	An initial period of three years from date of award, with provisions for three 12-month extensions.
93		Could you give more detail and an example of what you mean by administrative cost and expenses pursuant to the contract in 4.15.3?	Administrative costs are typically fixed costs associated with the operation of a business or provision of a service. For example, administrative costs might include and are not limited to the cost of salary and benefits, lights, desks, computers, training etc.
94		Where in the proposal do the transmittal letter, cover page and signed addendum acknowledgments go?	These items will go in the front of the actual proposal.